

Application No.: 09/881,393
Amendment dated: June 11, 2004
Reply to Office Action of: December 11, 2003

IN THE CLAIMS:

Please amend the claims as indicated. A complete set of the claims is included below, reflecting added subject matter (*by underlining*) and deleted subject matter (*with strikethrough*), as well as the current status of each claim. This listing of claims will replace all prior versions, and listings, of claims in the application:

1-21. (Canceled).

22. (Previously Presented) A method for controlling voice or data or both types of communications with a control system for use with a communication facility including remote terminals for individual callers, wherein said remote terminals include analog capability and a digital input device for providing digital responsive signals, said method comprising the steps of:

receiving caller number identification signals indicative of at least a portion of a caller's telephone number from said communication facility at an interface associated with the control system;

cuing, via a voice generator of the control system, select ones of said remote terminals to prompt selective actuation by an individual caller of said digital input device to provide responsive signals;

selectively identifying, under control of the control system, said responsive signals from said select ones of said remote terminals as either digital data signals or digital control signals, wherein certain of said responsive signals can serve as digital data signals, digital control signals, or both digital data and digital control signals, said responsive signals including signals indicative of a customer identification number for the individual caller that may be utilized to access a file for said individual caller stored in a memory associated with the control system;

testing, under control of the control system, at least a portion of said customer identification number for approval;

recording, under control of the control system, said caller number identification signals from said communication facility as additional data for said individual caller;

Application No.: 09/881,393
Amendment dated: June 11, 2004
Reply to Office Action of: December 11, 2003

transferring a call from said individual caller to an attended terminal, upon a request from the individual caller that serves as a control signal and displaying at least a portion of the data entered by the caller to an operator at said attended terminal under control of said responsive signals indicative of said customer identification number and displaying at least a portion of the customer identification number at the attended terminal wherein the operator at said attended terminal is capable of entering data to facilitate completion of the call from said individual caller; and

confirming, via the voice generator, with said individual caller certain of said data stored in said file for said individual caller.

23. (Previously Presented) A method for controlling voice-data communications with a system operating a format for use with a communication facility including remote terminals for use by certain individual callers, wherein said remote terminals include analog capability and a digital input device for providing digital responsive signals, said method comprising the steps of:

interfacing said certain individual callers with an interface unit of said system operating the format;

prompting said individual callers via a voice generator of the system to provide responsive signals representative of identification data via said digital input device of said remote terminals;

receiving from said individual callers responsive signals representative of caller identification data;

comparing said caller identification data received against a file on said individual callers, under control of the system, to determine if said caller identification data received is already of record in a memory associated with the system;

utilizing said caller identification data received to access the file to locate other data associated with said caller identification data;

transferring at least certain of said individual callers to an attended terminal upon a request from the individual caller; and

Application No.: 09/881,393
Amendment dated: June 11, 2004
Reply to Office Action of: December 11, 2003

displaying at said attended terminal at least a portion of the other data associated with the caller identification data and at least a portion of the responsive signals entered by a caller and representative of caller identification data; and

confirming with said individual caller, via the voice generator, certain of said data stored in said file for said individual caller.

24. (Previously Presented) A method for controlling voice-data communications, with a control system, for use with a communication facility including remote terminals for individual callers from a pool of individual callers, wherein said remote terminals include analog capability and a digit input device for providing responsive signals, said method comprising the steps of:

cuing via a voice generator select ones of said remote terminals to prompt selective actuation by certain callers from said pool of individual callers of said digit input device to provide responsive signals;

receiving responsive signals from the individual callers including caller credit card number data and caller expiration date data entered via the digit input device;

testing the caller credit card number data and the caller expiration date data for approval against data stored in a file for the callers;

receiving at least certain of caller number identification signals as identification signals;

transferring certain of the callers to an attended terminal upon a request from the certain callers and displaying at the attended terminal certain of the data entered by the callers during the course of calls; and

confirming with the callers, via the voice generator, certain of the data stored in the file for the callers.

25. (Previously Presented) A method according to claim 24 wherein the testing step involves testing the caller credit card number data against a negative list of credit card numbers.

Application No.: 09/881,393
Amendment dated: June 11, 2004
Reply to Office Action of: December 11, 2003

26. (Previously Presented) A method for controlling voice-data communications with a system operating a format for use with a communication facility including remote terminals for use by certain of said plurality of individual callers, wherein said remote terminals include analog capability and a digital input device for providing digital responsive signals, said method comprising the steps of:

interfacing said certain of said plurality of said individual callers with an interface unit of said system operating the format;

prompting said individual callers to provide responsive signals via said digital input device of said remote terminals;

receiving from said individual callers responsive signals representative of caller identification data;

transferring at least certain of said individual callers to an attended terminal based on a condition initiated by an individual caller;

the condition automatically causing a display associated with the caller identification data including at least a portion of the caller identification data entered by the individual callers to appear at the attended terminal; and

confirming with the caller, via the voice generator, at least certain of the data stored for the caller in a memory associated with the system.

27. (Previously Presented) A method according to claim 26, wherein the display is automatically caused at the attended terminal subsequent to an individual caller entering an incorrect account number as caller identification data.

28. (Previously Presented) A method according to claim 26, wherein the display is automatically caused at the attended terminal subsequent to an individual caller entering an invalid account number as caller identification data.

Application No.: 09/881,393
Amendment dated: June 11, 2004
Reply to Office Action of: December 11, 2003

29. (Previously Presented) A method according to claim 26, wherein the display is automatically caused at the attended terminal subsequent to an individual caller entering a specific code to request an operator.